

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui serta menganalisis pengukuran kinerja organisasi dengan perspektif *balanced scorecard* pada Sekolah Dasar Islam Saroja Surabaya. Metode penelitian yang digunakan adalah metode kualitatif, karena penelitian ini tidak bertujuan untuk membuktikan hipotesis, tetapi untuk mengungkap suatu fakta dan keadaan yang terjadi pada saat penelitian.

Hasil penelitian yang didapat menunjukkan, selama ini sekolah dalam menilai kinerjanya hanya menggunakan perspektif keuangan, dengan adanya metode *balanced scorecard* telah memberikan kontribusi yang baik bagi sekolah. Hal ini dibuktikan dari hasil pembahasan, yaitu pada perspektif keuangan dengan indikator peningkatan pendapatan dikatakan baik sedangkan efisiensi biaya dikatakan cukup baik, perspektif pelanggan yang diukur dengan penerimaan siswa baru, prestasi akademik dan *non* akademik, tingkat kelulusan serta kepuasan pelanggan dikatakan baik, perspektif proses bisnis internal menunjukkan bahwa sekolah sudah melakukan inovasi seperti dalam bidang sarana prasarana, kurikulum dan kesiswaan, perspektif pertumbuhan dan pembelajaran dengan indikator jumlah pendidikan dan pelatihan serta survei kepuasan karyawan menunjukkan kondisi kinerja sekolah yang baik karena dapat meningkatkan kualitas kinerja karyawannya.

Dari pembahasan di atas, dapat disimpulkan bahwa dengan menggunakan metode *balanced scorecard* dapat dijadikan sebagai alat tolak ukur keberhasilan suatu sekolah. Agar dapat diterapkan dengan baik pada sekolah maka diperlukan komitmen dan kerjasama dari semua pihak karyawan sekolah.

**Kata Kunci:** Pengukuran Kinerja, Perspektif *Balanced Scorecard*, dan Berbasis Sekolah.

## **ABSTRACT**

This research aims to determine and analyze the measurement of organizational performance with balanced scorecard perspective on Saroja Islamic Primary School Surabaya. The research method used is qualitative method, because this research does not aim to prove hypothesis, but to reveal a fact and circumstance that happened at the time of research.

The result of the research shows that during this school in assessing its performance only using financial perspective, the existence of balanced scorecard method has made a good contribution to the school. This is evidenced from the results of the discussion, namely on the financial perspective with an indicator of income increase is said good while the cost efficiency is quite good, customer perspective as measured by new student acceptance, academic and non academic achievement, graduation rate and customer satisfaction is said to be good, internally indicates that the school has innovated as in the field of infrastructure, curriculum and student affairs, growth and learning perspectives with indicators of the amount of education and training and employee satisfaction survey shows the condition of school performance is good because it can improve the quality of employee performance.

From the above discussion, it can be concluded that by using the balanced scorecard method can be used as a benchmark for the success of a school. In order to be well implemented in schools it is necessary commitment and cooperation from all parties of school employees.

**Keywords:** Performance Measurement, Balanced Scorecard Perspective, and School Based.

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Nama Mahasiswa

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Tanggal Masuk

Tanggal Sertifikat

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